

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-09 16-46-34

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
7	6	1	Fail	3

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a navigation menu is open, highlighting the 'Incidents' section. The main content area shows a detailed view of an incident with the reference number 200730-000070. The incident title is 'ab92547 product is not functioning properly'. The contact is listed as Adam Smit, and the organization is California Federation. The product is currently set to '[No Value]' and the category is also '[No Value]'. The interface includes various tabs such as 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The top of the page features the Oracle Service Cloud logo and a search bar.

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing options: Home, Analytics, Incidents (highlighted), My Inbox, Contacts, Organizations, and Tasks. The main content area shows the incident details for reference number 200730-000070. At the top, there are tabs for 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the tabs, a message states '82547 product is not functioning properly'. The form includes fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Assigned' (Agent Access > Minhaj Ameen), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]). The top right of the interface shows a 'Reference #' search bar and user profile icons.

Step No:3

Step Description: click on Sub incident menu

Expected Result: click on Sub incident menu

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, listing options: Home, Analytics, Incidents, Contacts, Organizations, and Tasks. The main content area shows the details of an incident with reference number 200730-000070. The incident title is '82547 product is not functioning properly'. Below the title, there are several fields: 'Status' is set to 'Open', 'Assigned' is 'Agent Access > Minhaj Ameen', 'Disposition' is '[No Value]', 'Contact' is 'Adam Smit', 'Organization Name' is 'California Federation', 'Product' is '[No Value]', and 'Category' is '[No Value]'. The top of the interface includes the Oracle logo, 'Service Cloud' text, a search bar, and user profile information (SA).

